

ADMINISTRATIVE CAPACITIES FIELD TEST TOOL

Fiscal Capacities

Standard

Effective financial and management systems are in place in all public health agencies.

<p>This is an <i>important</i> standard for the public health system, whether or not it can be met today.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p>	<p>The <i>meaning</i> of the standard is clear.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p>
<p>How could it be improved? _____</p> <p>_____</p>		

Measures

1. The accounting system identifies expenditures by funding source. Systems use standard accounting principles and practices.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear <input type="checkbox"/> Too general or vague</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____ <input type="checkbox"/> No</p>
<p>How would you improve the wording? _____</p> <p>_____</p>	

2. The accounting reporting system provides timely and useful financial management information.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear <input type="checkbox"/> Too general or vague</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____ <input type="checkbox"/> No</p>
<p>How would you improve the wording? _____</p> <p>_____</p>	

3. The budget is aligned with the agency strategic plan and reflects agency goals.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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4. The budget is monitored regularly.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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5. Internal controls are written and followed for:

- Financial management
- Compliance with standard accounting principles
- Grants, contracts and procurement

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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6. Audit recommendations and findings are promptly addressed.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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7. Guidelines and policies exist regarding maximizing revenue.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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8. Facilities are appropriate for effective and efficient provision of public health services.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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9. Facilities and systems are compliant to ADA, HIPAA and other state and federal local regulations (ADA, HIPAA, WISHA).

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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10. DOH should develop consistency in reporting requirements for local health contractors.

<p>LHJs <i>should</i> be able to provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could comply with this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p>
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11. Monitoring systems are in place for contractor reports and Statement of Work results.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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12. Consistent procedures are followed for solicitation of contractors.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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13. Contracts meet legal review and requirements.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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Human Resource Capacities

Standard

Human Resource systems and services support the public health workforce.

<p>This is an <i>important</i> standard for the public health system, whether or not it can be met today.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p>	<p>The <i>meaning</i> of the standard is clear.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p>
<p>How could it be improved? _____</p> <p>_____</p>		

Measures

1. Written up-to-date personnel rules and/or labor contracts are available to all staff.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear <input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____ <input type="checkbox"/> No</p>
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2. Written job descriptions and/or classification descriptions for all positions are available to all staff.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear <input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____ <input type="checkbox"/> No</p>
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Human Resource Capacities

3. The salary decision-making process for the agency is documented.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear <input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____ <input type="checkbox"/> No</p>
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4. The agency has systems in place to assure that personnel laws and regulations are carried out with consistency.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear <input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____ <input type="checkbox"/> No</p>
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5. Workplace policies valuing diversity are in place.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear <input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____ <input type="checkbox"/> No</p>
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Human Resource Capacities

6. For individual employees, a performance management system that recognizes strengths and addresses deficiencies and includes a development plan is in place.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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7. A workforce development plan has been developed for the agency.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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8. Employees have adequate supervision.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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Human Resource Capacities

9. Processes for recruitment are in place and documented.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear <input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____ <input type="checkbox"/> No</p>
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10. A succession and/or replacement plan exists.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear <input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____ <input type="checkbox"/> No</p>
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11. A plan for recruitment and retention is in place that shows the agency values diversity and cultural competence is in place.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear <input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____ <input type="checkbox"/> No</p>
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Information Systems Capacities

Standard

Information Systems support the public health mission.

<p>This is an <i>important</i> standard for the public health system, whether or not it can be met today.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p>	<p>The <i>meaning</i> of the standard is clear.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p>
<p>How could it be improved? _____</p> <p>_____</p>		

Measures

1. Primary information systems and redundant systems are available, reliable, appropriate, secure and supported.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear <input type="checkbox"/> Too general or vague</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____ <input type="checkbox"/> No</p>
<p>How would you improve the wording? _____</p> <p>_____</p>	

2. Information systems include e-mail and Internet ties.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear <input type="checkbox"/> Too general or vague</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____ <input type="checkbox"/> No</p>
<p>How would you improve the wording? _____</p> <p>_____</p>	

Information Systems Capacities

3. Strategies for use of future technologies are part of the agency IS plan.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear <input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____ <input type="checkbox"/> No</p>
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4. Information Technology staff is available to develop, operate, and maintain data systems and to keep these systems secure.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear <input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____ <input type="checkbox"/> No</p>
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5. Staff (or the agency as a whole?) will provide timely access to and distribution of data to internal and external audiences.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear <input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____ <input type="checkbox"/> No</p>
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Information Systems Capacities

6. Information technology policies and procedures are written and address security, redundancy, and appropriate use and are monitored for compliance.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear <input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____ <input type="checkbox"/> No</p>
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Leadership & Governance Capacities

Standard

Leadership and Governance bodies set agency policies and direction.

<p>This is an <i>important</i> standard for the public health system, whether or not it can be met today.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p>	<p>The <i>meaning</i> of the standard is clear.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p>
<p>How could it be improved? _____</p> <p>_____</p>		

Measures

1. Public communication includes increasing the public understanding of the mission of public health and the role of public health services.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
<p>How would you improve the wording? _____</p> <p>_____</p>	

2. Public relations efforts include risk communication principles.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
<p>How would you improve the wording? _____</p> <p>_____</p>	

Leadership & Governance Capacities

3. Customer service goals are established.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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4. Appropriate intergovernmental and community relations exist (e.g. other governmental bodies, schools, hospitals, and others).

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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5. Guidelines are written regarding outside/media communications and a media contact is established.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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Leadership & Governance Capacities

6. Guidelines are written regarding internal communication.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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7. There are procedures for communication with decision-making bodies and elected officials.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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8. An agency plan is developed that includes:

- Purpose and Goals
- Division and program plans.
- Key activities and initiatives
- Community involvement

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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Leadership & Governance Capacities

9. The Agency has established written guidelines and programs for effective management of risk and includes obtaining appropriate insurance coverage.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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10. Appropriate documents exist which implement the laws and transfer authority and responsibility as needed for operations.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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11. The public health staff operates under its legal authority and responsibility.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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Leadership & Governance Capacities

12. Policies, local ordinances and administrative codes are accessible to the public.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear <input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____ <input type="checkbox"/> No</p>
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13. Legal counsel is available.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear <input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____ <input type="checkbox"/> No</p>
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14. A Quality Improvement plan exists.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear <input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____ <input type="checkbox"/> No</p>
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Leadership & Governance Capacities

15. Quality improvement strategies are used.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear <input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____ <input type="checkbox"/> No</p>
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16. Agency policies and procedures are written and followed.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear <input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____ <input type="checkbox"/> No</p>
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17. Agency policy development processes involve public engagement and involvement.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree <input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear <input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time <input type="checkbox"/> With some effort or organization change <input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____ <input type="checkbox"/> No</p>
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Leadership & Governance Capacities

18. The governing body sets operating rules and for communications between it and senior managers.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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19. The governing body votes on actions it takes.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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20. There is a process for orientation of new Board members.

<p>LHJs <i>should</i> be able to do this/provide this information.</p> <p><input type="checkbox"/> Agree</p> <p><input type="checkbox"/> Disagree</p> <p>This measure is:</p> <p><input type="checkbox"/> Clear</p> <p><input type="checkbox"/> Too general or vague</p> <p>How would you improve the wording? _____</p> <p>_____</p>	<p>We could meet this standard...</p> <p><input type="checkbox"/> At this time</p> <p><input type="checkbox"/> With some effort or organization change</p> <p><input type="checkbox"/> Only with major effort, new resources</p> <p>We could document this measure is met</p> <p><input type="checkbox"/> Yes – Example: _____</p> <p><input type="checkbox"/> No</p>
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